JPMO HHGS "News You Can Use" Newsletter – September 2007

News from the Joint Program Management Office – Household Goods Systems

The Joint Program Management Office House Hold Goods Systems (JPMO HHGS) office moves westward: As part of the recent Base Realignment and Closures (BRAC) actions, JPMO HHGS personnel have spent the summer relocating to Scott Air Force Base in Belleville, IL. JPMO HHGS is settling into our new office spaces on Scott Air Force Base.

During the 61st annual National Defense Transportation Association (NDTA) meeting, members of JPMO HHGS, including Program Manager, LTC Carberry, were in attendance to provide a demonstration of DPS and participate in a briefing about the DPS program and system.

On 21 Sept 07, JPMO HHGS hosted a Town Hall meeting for Transportation Service Providers (TSPs) near Sott A ir Force base. The purpose of the Town Hall was to provide current information on the DPS implementation strategy, schedule and testingmethodology in supportof the Families First initiative. General Norton Schwartz, Commander U.S. Transportation Command, spoke to the Town Hall attendees and highlighted the need to work together to make DPS a success. The TSPs provided specific questions in advance, which allowed JPMO HHGS to focus the session on the most important topics. JPMO HHGS also took questions from the audience, but due to time restrictions, not all questions could be answered. The briefing slides from the Town Hall will be posted soon to the SDDC – DPS website at: (http://www.sddc.army.mil/Public/Personal%20Property/Families%20First/Defense%20Personal%20Property%20System%20(DPS)?summary=fullcontent) . The Town Hall audience questions that were not answered will be reviewed and answers will be posted to the SDDC-DPS website in the near future.

Update on the Defense Personal Property System (DPS)

On 31 Aug 2007, JPMO HHGS announced   the end of the DPS summer exercise. The opportunity to use DPS in a realistic environment provided valuable training and experience to the participants which will serve the household goods community well as DPS moves into Initial Operating Capability (IOC) this fall.

To allow JPMO HHGS to proceed with work on the DPS Production system, access to the DPS Production system was closed as of 2100 Zulu (GMT) on 10 Sep 07. The capability to request a DPS Production account through ETA is still available; however, you will not be able to access DPS.

If you have not done so, please register for a DPS production account today and avoid the last minute rush. To register please go to: https://eta.sddc.army.mil/Register/Default.asp?bhcp=1

Current ETA accounts user ids are valid for the IOC of DPS. However, when access to DPS production is reopened, all current users will have to request a new password. To request the new password, go to: https://eta.sddc.army.mil/ChangePass/ChangePassword.asp

Since ETA will notify users of their user id and password at the email address you enter at registration, it is critical that the e-mail is correct.   Please contact the DPS Helpdesk at DPSHelpdesk@sddc.army.mil with any issues regarding ETA accounts, IDs, and/or Passwords.

DPS e-mail addresses: Some DPS modules use e-mail to communicate with users. To ensure you receive these e-mails from DPS, please make sure that you have entered a valid e-mail address when registering in ETA, and in your DPS E-mail Manager. In addition, pleaseupdate your company junk mail / spam filters to allow e-mails from the following DPS e-mail addresses: ppcig@sddc.army.mil, rates@sddc.army.mil, approvals@sddc.army.mil, counseling@sddc.army.mil, shipmentmanager@sddc.army.mil, dfas@sddc.army.mil, bvs@sddc.army.mil, and cssadmin@dps.com.

CWA Scheduled Restarts: Despite progress, CWA is still experiencing high demand on resources that have caused the system to run slow at times. To free system resources, JPMO HHGS is continuing to perform scheduled restarts throughout the day. The system will reboot at 1200 (Zulu/UTC), 1600, 2000, and 0200 hours. The restart takes approximately 2 minutes.

Electronic Transportation Acquisition (ETA)

Since January 2007, the SDDC Systems Response Center, ETA Password Administration Support Group has processed approximately 8,000 password requests. Given this high volume, we have provided tips to assist you when requesting a DPS user id and password:

For Transportation Service Providers (TSP):   Before an employee of anyTSP can be approved for a user id / password for DPS, the TSP President must first register for the ETA DPS 'TSP Master' role.

JPMO HHGS recommends TSP Presidents designate at least one trusted agent (TA) in their ETA DPS profile registers for DPS. Additionally, we recommend TSP Presidents indicate whether or not the TA should have access to the TSP Master role. If a TA is not designated, the President, by default, becomes the TA. If the President later decides to designate a TA, the President must send an e-mail message to the DPSHelpdesk@sddc.army.mil with the name and e-mail address for the new TA and indicate if the help desk should grant access to the TSP Master function.

To assist in expediting password requests, the TA listed on the President's DPS ETA profile may send an e-mail to the DPS Helpdesk at dpshelpdesk@sddc.army.mil granting authorization for users. In the e-mail, the TA should include the requestor's full name, user id, SCAC and the desired DPS function/role. With this e-mail approval on-file, ETA will immediately approve the user account upon receipt of the request.

Transportation Service Provider (TSP) Agents: When a TSP agent registers for a DPS account, the agent must specify a name and SCAC of one of the TSPs which they provide a service (i.e., shipping, packing). However, the agent should list their own company DUNS number in the requested field and not the DUNS of their client. An agent should register only once for their account regardless of the number of clients they support. The TSP agent can add additional clients within DPS.

Service Members and DoD Civilians Eligible for Full Replacement Value in Fall 07

As recently announced by Military Surface Deployment and Distribution Command (SDDC), effective in fall 2007, DoD Customers (Service Members and Department of Defense Civilians) are eligible for Full Replacement Value (FRV) protection on most DoD funded personal property shipments. FRV coverage will apply to personal property shipments with a pickup date on or after:

    - 1 October 2007 for International shipments (to / from OCONUS)
    - 1 November 2007 for Domestic shipments (within CONUS)
    - 1 March 2008 for Non-Temporary Storage (NTS) shipments
    - 1 March 2008 for Local Move / Direct Procurement Method (DPM) shipments

Under the FRV program, the Transportation Service Provider (TSP)/ Carrier is liable for the greater of $5,000 per shipment or $4.00 times the net weight of the shipment (in pounds), up to $50,000.

SDDC has published a detailed set of guidelines that governs FRV coverage on the website. DoD Customers can find the website at http://www.sddc.army.mil/ (click the 'Full Replacement Value Protection' banner).

Did You Know…

Did you know... each person who requires access to DPS must apply for their own account? Sharing of User IDs and passwords is a direct violation of Army policy AR 25-2. ETA users that violate this Army policy may be subject to immediate suspension or termination of access to this system.

Did you know …to access the current program's Customer Satisfaction Survey, or to access DPS using Internet Explorer 7.0, you must install the DoD PKI Root certificate on your computer? To obtain the certificate, please go to: https://support.eta.sddc.army.mil/dodpki/pki_selection.asp and follow the on-screen instructions.

Did you know... the DPS helpdesk has a DSN number for all users on the defense switch network? That number is: 328-3255. To contact the DPS helpdesk please call DSN: 328-3255; Toll free: 800-253-2755 or e-mail at: DPSHelpdesk@sddc.army.mil.

Did you know... that DPS PPSO and SDDC users have to take and pass a test for the LMS courses relevant to their user role prior to gaining access to those modules in DPS? TSP users are not required to take a test before having the ability to use DPS.

Did you know... during the DPS Production exercise and JSAT testing, JPMO HHGS used false Rate Reasonable ranges? Therefore, TSPs who participated in these events did not gain an advantage over those who did not participate.

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